

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2019/2020

**BTD2824 – TRAINING AND DEVELOPMENT**  
(Distance Education)

2 MARCH 2020  
9:00 a.m. – 11:00 a.m.  
(2 Hours)

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### INSTRUCTIONS TO STUDENTS

1. This question paper consists of 1 page, excluding this cover page.
2. There are 5 essay questions worth 25 marks each. Answer ANY 4 out of 5 questions.
3. The total marks for this exam is 100 marks.
4. Please write ALL your answers in the ANSWER BOOKLET provided.

*Answer ANY 4 out of 5 questions.*

**Each question is worth 25 marks.**

1. Describe the steps in the training design process. What step do you think is the most important? Why? (25 marks)
2. Describe the 5 (five) different 'outcomes' of learning. (25 marks)
3. Describe what may happen to companies if training needs assessment (TNA), which is the first step in the instructional design process, is not properly conducted. (25 marks)
4. Four approaches are used to develop employees i.e. formal education, assessment, job experiences, and interpersonal relationships. Explain the use of formal education and assessment in employee development. (25 marks)
5. Provide at least 5 (five) reasons why employee training programs should be evaluated. (25 marks)

(Total marks = 100 marks)

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